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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

4700

Investigator: Carmen MadridPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion No. 2007 - 60301Date: 5/11/2007Complaint Description: 08A Rate Case Items - Opposed  
N/A Not ApplicableComplaint By: First: Gwendolyn Last: ClaytonAccount Name: Gwendolyn ClaytonHome: (000) 000-0000Street: 1 [REDACTED]Work: (000) 000-0000City: [REDACTED]CBR:State: AZZip: [REDACTED]is:Utility Company: Arizona - American Water CompanyDivision: WaterContact Name: n/aContact Phone: n/aNature of Complaint:

4-6-07

Please consider this a written motion. I'm a widow living on social security. We moved here twenty years ago. Things were affordable then. Now everything is over priced.

Arizona American Water asked to raise fees \$4.00 to rid the system of arsenic. We weren't aware we had arsenic. Now I'm paying \$6.51 and hoping it served its purpose. My wastewater is \$20.16 per month. That's more then enough for one person to pay.

My over all water bill has gone from \$32.00 to over \$41.00 in a short time. Please sharpen your pencils and give us customers a break.

Sincerely

Gwendolyn Clayton

\*End of Complaint\*

Utilities' Response:Investigator's Comments and Disposition:

May 11, 2007

Arizona Corporation Commission

DOCKETED

MAY 14 2007

Gwendolyn Clayton

DOCKETED BY

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RE: ARIZONA-AMERICAN WATER COMPANY

AZ CORP COMMISSION  
DOCUMENT CONTROL

2007 MAY 14 P 2:06

RECEIVED

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Dear Ms. Clayton:

Your letter regarding the Arizona-American Water Company ("Arizona-American") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Arizona-American application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid  
Public Utilities Consumer Analyst  
Utilities Division  
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Filed in Docket No. W-01303A-07-0209  
\*End of Comments\*

**Date Completed: 5/11/2007**

**Opinion No. 2007 - 60301**

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